

Executive Director's Report

April 2015

ADMINISTRATION

By Holly Carroll

Logic Model Training

As mentioned in several of the manager's reports this month, Laureen Trainer from Trainer Evaluation facilitated a series of five two-hour workshops on how to evaluate the outcomes of programs and services we provide using tools such as surveys, interviews and voting. These workshops are a sequel to workshops she conducted last fall on developing logic models as planning tools for developing library programs and services that meet a defined community need and result in a quantitative community gain in knowledge, awareness, action, etc.

United Way Community Impact

I was asked to serve as a United Way of Larimer County Impact Council Volunteer for the Health/Basic Needs Impact Area. Because the Library District is currently an impact partner for School Readiness, I thought this would be an opportunity to better understand how this collective impact model works as a tool for distributing philanthropic funds to cohort agency groups to achieve community goals. Collective impact is one of the trends that is highlighted on the Center for the Future of Libraries website.

jobZology™

jobZology™ is a technology startup in Fort Collins offering human resource tools and solutions that help employers and job seekers connect through scientific measures of fit. It is based on the work of Bryan Dik, an Associate Professor of Psychology at CSU.

Eric Leftwich, one of the founders, made a presentation to Ken Draves, Ellen Lake and me about one of the jobZology services that helps organizations identify a desired organizational culture. By reviewing current and future job descriptions and working with the leadership team, organizations identify up to three of the seven organizational characteristics or dimensions to use as a metric in hiring future employees for engagement and success. Ellen, Ken and I believe that this tool will be helpful as we review job descriptions and develop a compensation system and for on-going succession planning.

National Library Legislative Day (NLLD)

I served once again as Colorado's coordinator for the 2015 American Library Association event. Twelve delegates including trustees, directors and staff visited the offices of our five representatives and two senators to discuss the various federal issues that are important to libraries. Libraries' immediate concerns are continued federal funding of libraries through the Library Services and Technology Act, no legislative attempts to weaken the recent FCC open Internet ruling (net neutrality), inclusion of funding for school libraries in the Elementary and Secondary Education Act (formerly No Child Left Behind), support of the USA Freedom Act of 2015 which bans the bulk collection of American's communication records and support for public access to taxpayer funded research. I had the opportunity to discuss our current LSTA grant and our citizens' need for high speed access to our library resources.

Library Workers' Day Celebration

Each year libraries across the nation celebrate National Library Week (NLW) and Library Workers' Day which falls on the Tuesday of each NLW. This year, O'Dells made available its tap room for our library worker's celebration event, at no cost. Approximately 50 employees gathered in the early evening for beer, food, soft drinks and great fellowship.

Other Meetings and Events

I attended the monthly meetings of the Poudre River Friends of the Library, Poudre River Trust, metro public library directors and the Larimer County TIF study group. I observed an afterschool robotics session at the Aztlan Community Center STREAM Lab. The CDBG commission met on April 16 to recommend funding allocations to 34 public service agencies and 5 affordable housing projects.

COLLECTION MANAGEMENT

By Tova Aragon

Purchase Suggestions Update

Tova, Carol, Crystal and Victor are looking at several electronic options to help the Purchase Suggestions process be more patron-friendly. Due to a scheduling conflict, the demo of OCLC's Illiad was moved to May. Tova and Carol attended the Innovative User's Group conference in Minneapolis. At the conference, two new possibilities came to light, one from the Berkeley Public Library and one from CU-Boulder. We will be evaluating their processes along with our current ILL system to see if any of the products can be adapted to our fit our needs.

For a few years, we have been circulating T.A.L.E.S. kits (Take Away Literacy Enrichment Skills Kit) to daycare providers. The kits include books and manipulatives (educational toys) built around themes such as colors, the alphabet and transportation. An instruction sheet is included with how to use the manipulatives, songs and games to play. The kits were created in the Outreach department and circulated out of the Answer Center. They were not in the catalog or in the buildings. Outreach wanted to get the kits into wider circulation. At the same time, the Collection Advisory Team was researching multimedia kits which include a book, audiobook and DVD built around the same types of themes and Caldecott winning titles. We joined forces to create an expanded collection of T.A.L.E.S. kits which will be cataloged and housed in the buildings. The collection will be launched towards the end of May.

They will circulate like Lucky Day books – 3 week checkout, no renewals and no holds. They will circulate in backpacks so that they will be easy for kids and parents to carry around. The 66 multimedia kits will be in red backpacks. The 26 English kits will be in black backpacks and the 14 Bilingual/Spanish language kits will be in blue backpacks. Here are a few examples:



This expansion was made possible by using the State Literacy Grant funds. I want to thank the Collections staff, Outreach staff and the Collection Advisory Team for their creativity in choosing the materials and getting them

ready to circulate and the circulation supervisors Kim, Holly and Chris for supporting us in launching this new type of item for circulation.

Tova gathered some other information and ideas from the Innovative User's Group conference. The opening session speaker was Kelly McDonald author of *Market to People not like You*. She proposes that society is no longer a melting pot but a salad which is diverse. It used to be a triangle of service which contained – high quality, fast and low cost. Now, there is a fourth part to customer service, experience. iTunes is a prime example of giving people an experience. To deepen customer service, we need to understand the customer's life, priorities and values; to have empathy and be a trusted guide. Many sessions provided training on how to more efficiently use the cataloging system such as, doing global editing to clean up multiple records at a time. Birds of Feather sessions provided a chance to meet other users of the different products and learn tips and tricks.

COMMUNICATIONS OFFICE

By Paula Watson-Lakamp

- Completed monthly/weekly goals of Communication Plan.
- Organizing, managing and supervising all graphic design work for the District.
- Co-facilitator of the Programming Team
- Finalizing promotions and graphics for 2015 Summer Reading Challenge
- Working with OrangeBoy on dashboard and Savannah messaging system.
- Working on new social media promotions and platforms, “The River’s Mouth” , updating
- Worked with local media on various stories
- Working with Library Trust PR committee and Board
- Doing video work with mascots and library services... see our YouTube channel details
- Collaborating with local organizations on Fort Collins Comic Con in September
- Attending Logic Model Evaluation Training
- Sending Summer Reading Challenge materials to print
- Organizing community speaking engagements for Executive Director
- Planning summer promotions at festivals

HUMAN RESOURCES

By Ellen Lake

The new Volunteer Coordinator, Serena Robb, started as planned on April 1st. She has been very busy learning the job, visiting the libraries and conducting volunteer applicant interviews.

I finished gathering current job descriptions for all jobs within the Library District in order to begin updating them for use in creating the compensation plan. In the next 6 weeks, I will be meeting with supervisors and employees in each job to update the job descriptions. Also, the executive team (Holly, Ken, Jeff and Ellen) will be meeting in May and early June, as the compensation committee, to form a compensation philosophy and to develop a communication plan for employees.

I am working with the HR department at the City of Ft. Collins to gain access to employment data for Library District employees. It is a fairly slow process, but some progress was made.

I have established office hours at each library to ensure employee access to HR. On alternating Tuesdays, I will be at Harmony or Council Tree Libraries from 2 - 5 pm. Every Wednesday, I am at Old Town Library from 12:30 - 2 pm. So far this has been well received by employees.

OUTREACH SERVICES

By Johanna Ulloa

Outreach Core

How does Outreach bring so many programs to the community that maintains the high quality services our patrons are used to? We carry A LOT of stuff every day, everywhere, from shadow shows, 20 iPads, 3-D printer, books, puppets, Legos, crafts et cetera!



This month we are highlighting the amazing work Kathie Young de Herrera does in the community. Here is a snapshot of the many story times she brings to the community:

Story times – this month she focused on Plants and Gardens in celebration of Earth Day. Participants used the mini iPads and the app Seed Cycle. The children enjoyed growing their gardens by planting seeds, adding rain and sunshine to the seeds and kept the birds out of the garden too, by using this informative app. The teachers and children alike really enjoyed it. Below is the schedule of April “EarthDay” story times.

- April 2nd – 2 classes at Stove Prairie Elementary
- April 6th – 2 classes at Putnam Elementary
- April 14th – 3 classes at Teaching Tree
- April 15th – Northside Aztlan Community Center
- April 16th – Livermore Elementary
- April 20th – Rincón de Cuentos Harmony (the kids were so excited that they screamed with delight when I pulled out the iPads)
- April 22nd – 2 classes at Bauder Elementary
- April 27th – 2 classes at Timnath Elementary

On the Road

Story times – this month we delivered storytimes to children at different sites including but not limited to Bauder Elementary, Stove Prairie Elementary, Teaching Tree, Livermore Elementary, Bright Horizons Day Care Center, Northside Aztlan Community Center, Putnam Elementary, University Village, Irish, Community Life Center, Family Center, Salud Clinic, and Old Town Library.



Ludy Rueda included the cultural awareness component to the Seed Cycle

with the story *The Great Turnip*. She also presented what Outreach has learned from doing two years of digital literacy with iPads to all storytellers at the library.

We attended the Poudre Parenting Academy that PSD organized for Spanish speaking parents in the district. All day parents were presented with great trainings on literacy, education, and parenting practices. It was a great event!

Johanna Ulloa and Ludy Rueda delivered a bilingual and interactive storytime during “[SOLITUDE AND EXUBERANCE](#) A Symposium on Gabriel García Márquez” by the Department of Foreign Languages & Literatures at Colorado State University on April 17. Our presentation was very successful and we had great feedback from the organizers and attendees. One gentleman approached us after the presentation and stated “you read to my soul!” Our presentation included the participation of guitar player Jason Cooms, storytelling with PowerPoint, shadow show and the use of educational apps with the iPads. Our segment was attended by 160 people. Ludy really did an amazing job creating such an interactive program.



Community Connections

Sylvia Garcia joined the ElderCare Network. We hope to get a better understanding of the aging community in Larimer County. We will also be able to provide information in various events including Senior Law Day. She also provided “Commando Readers’ Advisory” connecting over 150 people with that special book just for them.



A new grassroots organization, NoCo Pride Coalition, is meeting to identify and address the needs of the LGBT community in the district. The meeting took place in Old Town Library with the help of Sylvia Garcia.

Johanna Ulloa attended digital storytime training at CSU with Cary Lederer. Ms. Lederer has played all the documentary roles: host, producer, director, camera, writer and editor documentaries around the world for over 20 years. At CNN Headline News, Cary helped produce and edit the new 24x7 news during the first Gulf War. The training was amazing with so many tips on how to create digital stories with adults. Outreach will implement this new knowledge to our services.

This month Comunidad's meeting was excellent! An impressive panel including Shadia Lemus, Denver Art Museum Communications Manager, Jorge Cisneros, Producer at EDUCA Radio, Andres Chaparro, President and General Manager of Telemundo Colorado, and Laura Sonderup, managing director and senior strategist at Hispanidad addressed the need to outreach the Latino Community. The Executive Director at Denver Museum of Nature and Science reiterated how all cultural organizations must mobilize to service a growing segment of the community that continues to grow in our state. New ideas and information will be added to our services to better reach out to our local Latino community.

We provided another Information Immigration Forum with our partner; The Family Center. A representative from the Mexican Consulate and an immigration lawyer was present and provided relevant and useful information to all attendees.

Vida Sana has been granted funding for another three years. This time the promotoras intend to provide in-depth services to families and not just to connect to services and provide information. The city presented the Ciclovía 2015 and the identified a need for a Latino Zone. They are asking partners to help with the event.

Disparities Action committee discussed services provided to a wide range of different cultures and communities in the County. We addressed the need for cultural diversity in different agencies.

Computers

Spirit Crossing Computer Classes: An average of 3 to 4 people have been attending these computer classes. Skill levels range from needing keyboarding lessons to wanting advanced Word tips. A long-term goal is to prepare students to be able to take one of the 'formal' classes offered at our branch libraries.

We started providing classes at Holy Family Church. The end of the series was a tour of Old Town library. We conducted classes at the Family Center. The series was not enough for the need expressed by the participants so a new date to restart classes will be set in the near future. We have participants on both sites coming from the outskirts of town.

We also started classes at Corrections of Fort Collins with a different audience, but still very interested in learning new computer skills. Crossroads continues in our calendar with monthly visits.

Classes with the Ancianos also continued on a weekly basis. We will be taking a break from this site during the summer and plan to resume in September.

Computer and iPad Classes at Rigden Farm Senior Living are going very well. We are now dividing the class for iPads, PCs and, iMacs.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

FRCC-Larimer Campus News

Vice President Search Process: FRCC has selected Dr. Jean Runyon as the new Vice President for the Larimer Campus. The following is from an e-mail announcement from Andy Dorsey, FRCC President.

“I am very happy to announce that Dr. Jean Runyon has accepted the Vice Presidency of the Larimer Campus. She will start on July 1.

Jean comes to us from Anne Arundel Community College in Maryland where she is Associate Vice President of Learning Advancement and the Virtual Campus and Interim Dean of the School of Business and Law. Anne Arundel is a complex and well-renowned college that is a little bigger than FRCC. We did extensive reference checks, several by members of the search committee, and her colleagues at Anne Arundel were universally highly positive about her teamwork, collaboration, leadership, and problem-solving, among other skills.”

Programs, College Partnerships and Children’s and Teens activities

Reported by Jennifer Zachman:

- 1) The partnered art series with FRCC Art Education Department, which offered art workshops for preschoolers, elementary, and secondary students, wrapped up this month. A Young Artists’ Art Show of the students’ work was held on Tuesday, April 28, in the Community Room and the Student Center. Cindy Burkhart from FRCC organized the showing of the youth artwork and indicated that she had good attendance and positive response throughout the all-day show. We will be meeting soon to determine a plan for the art series in the fall.
- 2) During National Library Week the Programming Team offered a “spring garden” scavenger hunt at all libraries. Participants of all ages enjoyed searching the buildings for garden-related pictures and were rewarded with flower and dirt-scented bookmarks in addition to a sweet treat. Customers expressed surprise and delight in finding this fun activity on their library visit.
- 3) Participated in One Book 4 Colorado (OB4C) by offering children aged 4 a free book at the libraries. I also presented special OB4C storytimes to 7 preschool classes at my three liaison schools, Bacon Preschool, Johnson Preschool, and TR Paul Academy Preschool. All children at these preschools received free books through the program. Teachers remarked to me that this is probably one of the first books these kids have ever had of their own. Johnson’s preschool opened this year and I was delighted to make a connection with this new preschool. The teacher and I were mutually excited about the experience and hope to begin a semi-regular storytime visit in the fall.
- 4) In February I reached out to Global Village Academy, a new school in the Harmony service area. Our library was unfamiliar to the school’s administration and also many of its students. This month the school has brought four classes to Harmony for a general introduction to the library and a tour of the kids’ area, and I expect we’ll see more visits from this school in the future.
- 5) Logic Model Evaluation training this month
- 6) And of course Summer Reading preparations continue!

Digital learning classes, reported by Kristen Draper

- Participated in Logic model training
- Minecraft program

- Taught iPad 201 & Kindle class
- Replacing AWE stations with iPads – in progress
- Tavelli - One book for Colorado storytimes

Teen Services

Reported by Diane Tuccillo

1. Colorado Teen Literature Conference, Saturday, April 11th, in Denver. Sue-Ellen and I took 10 teens again, funded by FOL.
2. Teen IRS meeting, Saturday, April 18th. 18 teens attended and participated. I did this meeting at CTL.
3. Battle of the Bards, Friday, April 24th, at Harmony Library. Approximately 120 people attended.
4. Reader Advisory Workshop, Lafayette Public Library, Wednesday, April 29th, sponsored by CAL's RA Interest Group. Becky, Karen, Elaine, and I attended.

Business and Careers Services

Reported by Anne Macdonald:

Business Research:

- Tea industry—follow-up
- B-Corp – What is it?
 - Short Answer: Essentially a B-corporation (Benefit Corporation) is (in a nutshell) a regular for-profit company, but it can give a percentage of its profits to a charitable cause (public benefit) without being sued by its shareholders, AND the impact of any corporate decisions can cover both financial benefits to its shareholder interests AND a public benefit (a regular corporation's shareholders can sue the directors if any part of the profits go to anything other than shareholder interests).
 - The directors and officers of a B-Corp run the business in the same way as any corporation but they are required to consider the impact of their decisions not only on shareholders but also on society and the environment.
 - The B-Corporation states in its Article of Incorporation a mission that includes a positive impact on society and the environment.
 - It is taxed in the same way as any LLC, Domestic Cooperative, etc. but it requires a transparency provision by which the benefit corporation must publish an annual benefit report of their social and environmental performance using a comprehensive, credible, independent, and transparent third-party standard. Shareholders have a private right of action, called a benefit enforcement proceeding, to enforce the company's mission when the business has failed to pursue or create general public benefit. Disputes about the material positive impact are decided by the courts.
 - In Colorado a B-Corp became law January 2014.
- Accountable Care Organizations (ACOs) – large study of how they work, what the cost to set up, how many are there in the U.S., etc. Followup on rural ACOs:
 - Accountable Care Organization (ACO) Definition: The Patient Protection and Affordable Care Act (PPACA-AKA - ObamaCare) has considerably transformed the approaches being used to deliver health care in the United States. It was enacted to expand health insurance access, improve funding for health professions education, and reform patient care delivery. The traditional fee-for-service payment system has been criticized for overspending and providing substandard quality of care. The

Accountable Care Organization (ACO) was developed as a payment reform mechanism to slow rising health care costs and improve quality. Under this concept, networks of clinicians and hospitals share responsibility for a population of patients and are held accountable for the financial and clinical outcomes.

- The goal of coordinated care is to ensure that patients, especially the chronically ill, get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors.
 - ACOs can include hospitals, specialists, post-acute providers and even private companies like Walgreens. The only must-have elements are primary care physicians, who serve as the linchpin of the program. More than half of the current Medicare ACOs are actually run by physicians and don't include a hospital partner.
 - Number of ACO's in the country (both Medicare ACOs and Non-Medicare ACOs): 626 ACOs (329 have government contracts, 210 have commercial contracts and 74 have both government and commercial contracts. The remaining 13 ACOs have not made specific announcements about the nature of their accountable care contracts or are in the process of finalizing contracts that are not yet active.)
- Dance studio – general industry data and competition information (how many there are in Fort Collins, not how do you do dance competitions)
 - Adventure Experiences Industry data
 - Holistic health
 - Health juices
 - Online education industry

Presentations and Conferences:

CSU Arts and Technology class – presented on the world of grants, foundations and grant-writing.

Attended Colorado Creative Industries Arts Summit 2015 held at the Lincoln Center in Fort Collins. Attended workshops on Asset Mapping for Strategic Planning; Marketing for the Arts; Denver Arts and Venues Strategic Planning – Process and Lessons Learned; Building Community through Engagement.

Reported by Molly Thompson:

- Met with business librarians in Northern Colorado from CSU, UNC, Loveland, and Aims Community college
- Attended the following sessions at the Colorado Creative Industries Summit two-day conference
 - *Working with Project Teams*
 - *Create Community Connections*
 - *Chaos, Order & Innovation*
 - *Up your Marketing Game*
- Helped with Battle of the Bards poetry contest
- In the process of reviewing desk scheduling software
- Participated in Logic Model Training

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Programs and Events

CSU Adolescent Literature Panel - Local teen writer Todd Mitchell teaches creative writing and adolescent literature at CSU and asked Teen/Reference Services Librarian Sue-Ellen Jones to recommend some local teens to serve on this panel. These teens did a fabulous job answering wide-ranging questions like what they like/don't like to read, how English teachers and writers can engage their attention, and how they feel about test-taking.

Nonprofit webinar series – Nonprofit Services Librarian Sarah Scobey offered the first of four webinars including “Before You Seek a Grant” with participants pictured here. The webinars have been so successful and well attended, that she has had to move them into a larger location.

One Book 4 Colorado - For the fourth year, the Library District distributed books to four-year-old kids through One Book 4 Colorado, sponsored by Lt. Governor Joe Garcia, the Colorado State Library, and many supporting agencies and funders. We gave away over a thousand books in English or Spanish at all three libraries and at 20+ sites throughout our district. The big event with Senator John Kefalas reading the book in both English and Spanish, children digging up dinosaur bones in the community rooms at Old Town, and interacting virtually with dinosaurs was a huge hit with the kids. This year's chosen book was *How Do Dinosaurs Get Well Soon?* by Jane Yolen and Mark Teague. A big thank you to library staff who helped distribute all the books and congratulations to Early Literacy Librarian Vicky Hays for another successful One Book event!



Outreach and Embedded Staff

Sarah attended a stakeholders meeting of nonprofits of northern Colorado. The meeting was hosted by Linda Ackey, head of the now defunct Northern Colorado Non-Profit Resource Center. She queried the members as to what would be the one thing PRPLD and Loveland Public Library could do to help area nonprofits; the consensus was that there needs to be one database of local nonprofits and consultants. Amanda Armstrong, LPL business librarian, Jill Lancaster of the Estes Park Non-Profit Resource Center and Sarah, are meeting to research, design, and hopefully implement a database for Larimer county nonprofits. Amanda has the skills and volunteers to put it into action and Sarah is gathering the data/contacts.

Old Town Library Manager Jean Bosch participated in the first gathering of the Larimer County Youth Homelessness group. The group consists of several agencies working together to provide improved services for this vulnerable and somewhat hidden population.

Continuing Education and Learning Opportunities

Several staff attended the five-week Logic Model Evaluation trainings. These sessions will give staff more skills to effectively evaluate our programs and services.

Vicky brought together storytime staff from the entire district met to share ideas and methods to incorporate newer technologies into their storytimes. Being able to have staff iPads that can project e-books, songs, rhymes, and PowerPoint presentations really enhances our storytimes and we are able to share all of this with caregivers and kids in developmentally appropriate ways.

Jean attended a WebJunction webinar called “The Community Connector: Referring Social Services at the Library” and a webinar sponsored by the Colorado State Library called “Creating Meaningful Library Services for Patrons Experiencing Homelessness.” Both sessions were very useful; what PRPLD is doing is pretty proactive, but a few new ideas were gleaned from the sessions.

Miscellaneous

Jean was shadowed and interviewed by a photographer and writer with the City of Fort Collins Media and Communications Department for a day. A citizen had entered her as someone of interest to feature in the City’s “Fort Collins Faces” series at www.fcgov.com/fortcollinsfaces/. While the City and the library district are now separate entities, the City decided to run the feature since the two have a good working relationship. The feature will be on the City’s web page during the month of May.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

CTL remodel project construction underway April 13

Before operating hours on April 13, general contractor George Moore removed the long circulation desk. In its place, two 4’ x 3’ kidney-shaped service desks were installed. The desks, prototyped at HL and OTL, are designed for staff to stand up or sit down while providing service. The two areas will also provide staff greater mobility to serve and guide customers. Other updates on the project include:

Remodel activity in April

April 1: New circulation desks delivered

April 2: Pre construction meeting at CTL, facilitated by Jill Burrell, Ditesco, and attended by general contractor George Moore, subcontractors, City IT services staff, Carol Gyger, Ken Draves, Chris Cortez and myself.



New circulation service desks provide staff greater mobility to serve customers.

April 4: Meeting to discuss Front Range Village protocol for project, Currie and Christopher Gagne, FRV Operations manager

April 6: “Improving your library” signs posted at CTL

April 7: Meeting to discuss project communications with public, Currie and Paula Watson-Lakamp

April 9: Walk through to mark areas for demolition / construction, Ditesco and Currie



Testing connectivity at circ desk

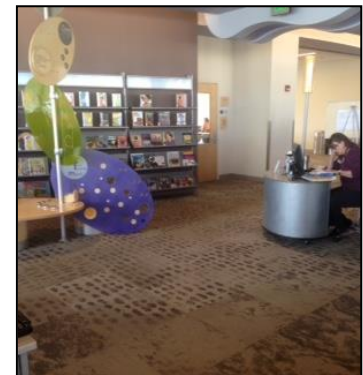
April 9 - ongoing: Power and data termination, rerouting and reconnection in remodel areas

April 10: New circulation service desks installed with network connected computers

April 13: Circulation desk removed

April 15: Children’s half-wall, self-checkout station and part of south end of countertop removed

April 17: Power and data, door key-fob entry connected in new office area



Children's entryway with self-checkout station and half wall removed.



April 20: Wall, ceiling tile and carpet repair at circ desk and children’s begun

April 29: Flat screen TV mounted

April 30: Circulation desks connected to final data and power connections, moved to final location; self-check-out stations reconnected and moved to final location.

New Volunteer Coordinator introduced to CTL staff

Chris Cortez, Children’s Librarian Millie Kridler, and I met with the District’s new volunteer coordinator, Serena Robb, on April 7. We discussed CTL’s use of volunteers, as well as our needs for the upcoming summer reading program. Serena also attended our classified staff meeting on April 9, and introduced herself to staff. Note: New Human Resources manager Ellen Lake could not attend the April staff meeting, but plans on attending the May 12 staff meeting. Here, she will introduce herself to staff and share her regular availability at CTL.

Volunteer Income Tax Assistants provided last drop-in session at CTL

Seven VITA volunteers provided the last of ten weekly drop-in tax assistance sessions at CTL on April 10. The volunteers provided free tax filing help for low-income citizens and for seniors every Friday from 10am to 2:30 pm in CTL’s meeting room. The service was often busy and well-received by those in need of tax help. Final results of the program, including number of people assisted, and total dollar amount of tax money refunded is forthcoming from VITA.

Currie volunteered for Fossil Ridge High School senior exit interviews, April 17 and 24

For the third year, I volunteered on behalf of the PRPLD as a community interviewer of FRHS graduating seniors. For two hours each day, along with about 30 other community volunteers and parents, I interviewed five seniors one-on-one. FRHS counseling staff provided questions such as, “What are you most proud of accomplishing during your time at FRHS?” and “What advice would you give to incoming FRHS freshmen?” The 15-minute conversations, held in the small gym, were meant to prepare the students for job interviews and professional communication. The students are inspiring, and relish adult encouragement. I continue to find the interviews to be very rewarding.

All-District Circulation staff meeting

On Thursday April 23, Circulation Supervisors Holly Bucks (OTL), Kim Doran (HL) and Chris Cortez (CTL) facilitated a meeting with the 15 Library Service Representatives (LSRs). Although the group tries to meet annually, this was the first all-District LSR meeting in two years.

Chris said, “It was a very productive meeting that focused on consistency in procedures and making sure all are on the same page with process/procedure. We also invited Ellen to come and speak to the group as an introduction to her and expectations of documentation for staff concerns and recognition. CTL’s Erin Conte-Bryant reviewed procedures for recovering missing media items from customers. We had positive feedback from LSRs regarding this meeting. Most staff thought the meeting was informative and helpful in keeping everyone on the same page.”

Millie and Currie school liaisons activities

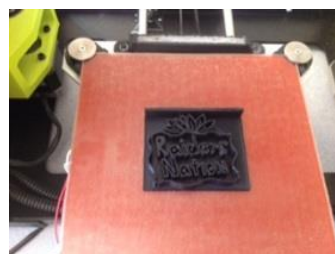
Millie visited two Linton Elementary preschool classes on April 16, and Currie visited two preschool classes on April 22 for the One Book 4 Colorado program. The program, sponsored by the Lieutenant Governor’s office, Denver Preschool Program, Colorado State Library and other sponsors, provides a free picture book to all Colorado four-year-olds. This year, the title selected by stakeholders was Jane Yolen’s bestselling *How Do Dinosaurs Get Well Soon?* During our visits, we provided a dinosaur-themed storytime and gave each child their free book. Millie also assisted Early Literacy Librarian Vicky Hays with the One Book 4 Colorado dinosaur event at OTL on April 18. Currie also visited Kruse elementary second grade and provided a birds-themed storytime on April 21.

SYSTEMS ADMINISTRATION

By Carol Gyger

STREAM Lab at NACC – Victor Zuniga and Carol Gyger

Victor and Carol helped with April’s 3D Printing programs for the LSTA Grant programs at Northside Aztlan Community Center. Here are a couple of 3D items created by students.



San Juan del Sur Biblioteca – Victor Zuniga and Carol Gyger



The first monthly Skype session with staff at SJDS Library in Nicaragua was successful despite the poor internet connection. Staff reported they are very happy with the new “bookmobile” process. Victor is working on customizing reports so the staff can run the reports themselves.

Innovative Users Group Annual Conference – Peggy Shaughnessy, Victor Zuniga, Carol Gyger

- Peggy Shaughnessy gave a presentation on “Automating Custom Reports with Sierra DNA”.

Without going into too much geek-speak, know that she has automated a way to run weekly Orange Boy and Novelist reports. Over the past 2 years this process has saved many hours of staff time.

- Peggy’s presentations was very well attended and received. One attendee told her that she had made the trip to the conference worth the money!
- And directly from Orange Boy staff - "Out of all the database stats from any of the clients currently using Savannah, you all have the most consistent and cleanest database stats. We are looking to recommend your method to others...."
- Carol Gyger received the Beacon Award at the IUG 2015 conference. This is awarded to one person each year for outstanding service to the IUG community each year. Over the last 15 years, Carol has been a constant contributor to the IUG listerv helping her colleagues, given dozens of presentations at IUG conferences and served on the Steering Committee for 5 years.
- "To honor exceptional service to the Innovative Users Community through presentations, collaboration, and selfless dedication to libraries as a whole, and sage advice to others via the IUG List. While a great implementation is the product of a great employee, the IUG Beacon Award will acknowledge great community members - people who help others attain greatness and share the knowledge that she/he gained in the process."



ANSWER CENTER

By Lynda Dickson

It is time for the Quarterly Check-in from the Answer Center (AC). As with every other department in the District, the AC has been busy these past four months. In addition to the regular day-to-day activities we have been busy with off-desk projects that keep us occupied between phone calls.

Lynda was instrumental in the change in how the District is now handling “claims returned” items. Given the number of things returned each week, the number of things that patrons “claimed returned” was less than .01% and the AC and circ staff were spending a considerable amount of staff time searching for and reconciling these items. Given processes already in place, it was felt that these things

would reconcile themselves within a short amount of time without all the extra time spent on the process. The Circ Supers checked with SA and once they were satisfied that items would be “found” and taken care of and the new process was quickly adopted. This change resulted in 8 hours of “saved” time in the AC and allowed staff to work on other processes and projects. Another change as a result of changing this process is we were able to “give back” the 4 hours of extra staff time we had requested in the AC’s annual budget.

Because of some recent changes in staff availability as well as the loss of the 4 hours, Lynda, has been looking at where and how scheduling can be adjusted to best serve our patrons. This is one of those ongoing projects and impacts studied on a regular basis as stats are reviewed.

Lynda has been sharing information about the AC with Boulder Public Library as they look into setting up a call center in their library. Three members of its staff visited the AC and were very interested in our small space as they will most likely occupy a similar sized space.

Amanda has been working with the recently formed Readers’ Advisory group. She has attended a couple of meetings with the group and recently completed and presented her very first newsletter. Her big project is to start and build a Book List to be used by the group.

Sam continues to be the best when it comes to customer service and follow-up. For example: We have had a patron with an extensive collection of geological maps of this part of Colorado dating back some 20 years that are in exceptional condition that he wants to give to someone who can use and will appreciate them. After several phone calls Sam was able to connect this gentleman with folks at the Discovery Museum and they are thrilled to have them. Rather than just telling the patron that we don’t have a need for something like these maps he went the extra mile to find a home for this wonderful collection.

Gabe is our “go-to” guy when it comes to all things techie. So, it was a natural to have him be the AC’s point person with the testing and development of SRP’s sign-up pages for this summer. He also sat in with the first meeting regarding procedures and reservation process for the District’s new van. The van is requested through the current room booking software and the keys and log book are kept in the AC. This is so much easier since the AC is open and staff are available even during the weekends!

Gabe also moved all the phone stats from an excel spreadsheet to an Access Database which will allow any of the staff to add and manipulate figures should we need. He also set up an easily used “tracker” form for AC staff to track where folks said they were returning items that were part of the “claims returned” materials to see if there was a pattern to point out any specific concerns in any specific drop site...and there was not.

The AC staff and subs have been planning and attending monthly staff and training meetings. Thus far this year we have received training on Overdrive, Freading, Hoopla, Zino, Bugzilla, and Evanced. All training has been handled by Lynda and Gabe with suggestions of needs from staff. This meeting has been positively received by everyone working in the AC and is proving to be a great avenue for consistent training. In the future we will be covering things like Language Line, the Collection Agency and how to handle emergency situations.